
Load management commands

This section describes the commands that a senior supervisor can execute to manage and manipulate system traffic. Refer to “Accessing the command mode” on page 3 for information on using the command system.

Set Controlled mode (CNTL)

The CNTL command operates only if CCR is equipped. The CNTL command determines if the selected CDN is in controlled mode. The CDN operates in the controlled mode when the value is ON.

The command format is as follows:

```
CNTL CDN -- <Existing mode > -- MODE
```

Legend:

CDN = The Directory Number of the CDN

MODE = ON for controlled mode and OFF for default mode

An error is output on the supervisor’s terminal when a non-CDN is specified for the CDN field or a mode key word other than ON or OFF is given.

Note: For EAR, the CNTL option is always OFF; this restricts the CDN to using default treatment for EAR only.

Set Default ACD DN (DFDN)

The DFDN command sets the Default ACD DN for a CDN to operate in the default mode. This DN is the primary target for CDN calls receiving default treatment. This ACD DN must be local. The ACD DN defined for data service access cannot be used as a default ACD DN.

The command format is as follows:

DFDN CDN -- <Existing DFDN > -- ACD DN

Legend:

DFDN CDN	=	Set the default ACD DN for this CDN
<Existing DFDN>	=	Output by the system, the current DFDN
ACD DN	=	The new default ACD DN to be entered

Query current options (POPT)

The command POPT enables supervisors and the senior supervisor to determine the current options in effect for each ACD DN. For each ACD DN specified, the following information is given:

FRRT	=	First RAN Route Number
FRTT	=	First RAN Route Time
SRRT	=	Second RAN Route Number
SRTO	=	Second RAN Route Time
MURT	=	Music Route
FORC	=	Whether or not Call Forcing is in effect
FCFT	=	Flexible Call Force timer
OBTN	=	Whether or not Observation Tone is given to an agent when being observed by a supervisor
SPCP	=	Whether or not the Separate Post Call-Processing option is in effect
NRRT	=	Night RAN Route
NITE	=	Night Forwarding Number if defined

The format for this command is as follows:

POPT xxxx xxxx xxxx

Legend:

xxxx = an ACD DN up to seven digits. "ALL" can be entered here to see the options applicable to *all* ACD DNs in the customer's operation.

Query current parameters (PPAR)

The command PPAR enables the senior supervisor or supervisors to query the current parameters associated with each ACD DN. For each ACD DN specified, the following information is given:

MAXP	=	Maximum number of Positions assigned
TSFT	=	Telephone Service Factor Time, in seconds
TLDA	=	Calls Waiting Threshold
TLDB	=	Busy Threshold
TLDC	=	Overflow Threshold
TLDD	=	Time Overflow Threshold
SQ01	=	First Overflow Target queue
SQ02	=	Second Overflow Target queue
SQ03	=	Third Overflow Target queue
IFDN	=	Interflow number

The format for this command is as follows:

PPAR xxxx xxxx xxxx

Legend:

xxxx = an ACD DN up to seven digits. “ALL” can be input to see the values in effect for all ACD DN’s in the customer’s operation.

Select Route and Trunk Assignment (SRTA)

The Select Route and Trunk Assignment (SRTA) command assigns the terminating ACD DN for an auto-terminating ACD trunk. A CDN can be used as a valid auto-terminating ACD DN.

Changing the terminating ACD DN for a trunk affects only those calls that seize the trunk after the ACD DN is changed. The input format for this command is as follows:

```
SRTA RAC MEM xxxx XXXX
```

Legend:

RAC = Route Access Code (up to seven digits with DNXP)

MEM = Trunk Member number (1–126)

xxxx = current ACD DN/CDN where the trunk is assigned

XXXX = new ACD DN/CDN (up to seven digits with DNXP)

Select trunk Priority Assignment (SPRI)

The senior supervisor can assign individual ACD trunks to priority or nonpriority status with the following command:

```
SPRI RAC MEM x X
```

Legend:

RAC = Trunk Route Access Code

MEM = Trunk Route Member number (1–126)

x = Current priority assignment (0 or 1)

X = New priority assignment (0 or 1)

Note: 0 equals no priority; 1 equals priority.

Select Agent Position Assignment (SAPA)

The Select Agent Position Assignment (SAPA) command changes an individual agent's ACD DN queue assignment. The agent must enter the Make Set Busy (MSB) mode before the new assignment becomes effective.

The transfer will not occur (an error message is output) if there is no room in the ACD position list at the time of execution.

More than one SAPA command can be outstanding at any one time, but only the final command is effective.

The format for this command is as follows:

SAPA XXXX yyyy YYYY

Legend:

XXXX = Applicable Agent Position-ID

yyyy = The ACD DN to which the position is currently assigned

YYYY = The new ACD DN assignment

Note 1: Supervisors within the ACD Package D environment must not confuse Virtual Agent position functions with Actual Agent position operations. Please refer to the ACD-D documents for details.

Note 2: With ACD Package D the agent does not have to be in MSB mode to be assigned to another queue as the agent does for ACD Package C. If the ACD Package D agent has a ringing call coming from the Time Overflow (TOF) queue while being moved, that ringing call is returned to the front of the TOF queue where it originated.

Note 3: When Report Control is active, it is possible that agent moves will not be reported for one or another queue. Refer to *Automatic Call Distribution feature description* (553-2671-110) for a complete discussion.

Select Agent to Supervisor Assignment (SATS)

The Select Agent to Supervisor Assignment command (SATS) allows the senior supervisor to reassign an agent position from the Agent key on one supervisor position to an Agent key on another supervisor position. Agent keys are assigned through the LD 11. This command cannot operate on CDN queues.

The format for this command is as follows:

SATS XXXX yyyy zz YYYY ZZ

Legend:

XXXX = Position ID for the agent to be reassigned

yyyy = The supervisor Position ID where the agent position is currently assigned

zz = The Agent key on the supervisor's telephone where the agent position is currently assigned

YYYY = The new supervisor Position ID (see Note 1)

ZZ = The Agent key on the new supervisor's telephone

Note 1: Specifying **X** for the new supervisor Position ID removes the agent from the current supervisor without assigning a new supervisor.

Note 2: A supervisor who lacks telephone Agent keys must press a carriage return instead of a key number when using SATS to assign an agent to a supervisor.

First RAN Route Assignment (FRRT)

The First RAN Route Assignment (FRRT) command specifies (for each ACD DN) the trunk route access code for the first Recorded Announcement (RAN). If a CDN is the command target, “**CDN**” appears on the command line. For example, if 8976 is a CDN, “FRRT 8976 **CDN**” appears.

The format for this command is as follows:

FRRT XXXX yyyy YYYY

Legend:

XXXX = Applicable ACD DN/CDN up to seven digits with DNXP.
 If EAR is equipped, then XXXX can be a CDN.

yyyy = Current first RAN route access code

YYYY = New first RAN route access code of up to four digits

Note: Specifying **X** for the new RAN route access code removes the first RAN feature from the ACD DN.

First RAN Route Time (FRTT)

The First RAN Route Time (FRTT) indicates how many seconds an incoming ACD call can remain unanswered before receiving first RAN. If a CDN is specified as the command target, the command outputs “**CDN**” on the command line. For example, if 8976 is a CDN, “FRTT 8976 **CDN**” appears.

The format for this command is as follows:

FRTT XXXX yyyy YYYY

Legend:

XXXX = Applicable ACD DN/CDN (up to seven digits with DNXP). If EAR is equipped, then XXXX can be a CDN.

yyyy = Current first RAN time

YYYY = New first RAN time in seconds (0–2044)

Second RAN Route Assignment (SRRT)

The Second RAN Route Assignment (SRRT) command specifies the trunk route access code for the second RAN for each ACD DN. If the target of the command is a CDN, the output “**CDN**” appears on the command line. For example, if 8976 is a CDN, “SRRT 8976 **CDN**” appears.

The format for this command is as follows:

SRRT XXXX yyyy YYYY

Legend:

XXXX = Applicable ACD DN/CDN up to seven digits with DNXP. If EAR is equipped, then XXXX can be a CDN.

yyyy = Current second RAN route access code

YYYY = New second RAN route access code (see Note)

Note: Specifying **X** for the second RAN route access code removes the second RAN feature from the ACD DN.

Second RAN Route Time Option (SRTO)

The Second RAN Route Time Option (SRTO) command indicates how many seconds should elapse between first and second RAN. If the command target is a CDN, the output "***CDN**" appears on the command line. For example, if 8976 is a CDN, "SRTO 8976 **CDN**" appears.

The command format is as follows:

SRTO XXXX yyyy YYYY

Legend:

XXXX = Applicable ACD DN/CDN up to seven digits with DNXP. If EAR is equipped, then XXXX can be a CDN.

yyyy = Current Second RAN time

YYYY = New second RAN time in seconds (0–2044)

Night RAN Route Assignment (NRRT)

The Night RAN Route Assignment (NRRT) command specifies the trunk route access code for the night RAN.

The format for this command is as follows:

NRRT XXXX yyyy YYYY

Legend:

XXXX = Applicable ACD DN up to seven digits

yyyy = Current night RAN access code

YYYY = New night RAN access code up to four digits (see Note)

Note: Specifying X for the Night RAN access code disables Night Forwarding for the ACD DN.

Night Forwarding number assignment (NITE)

The NITE command designates a forwarding number, up to 23 digits, to use when the ACD is in Night Service or when all ACD telephones are in the Make Set Busy mode. A CDN cannot have Night Service; it defaults to the default ACD DN.

The command format is as follows:

NITE XXXX yyy ... y YYY ... Y

Legend:

XXXX = Applicable ACD DN (up to seven digits with DNXP)

yyy ... y = Current Night Forward number

YYY ... Y = The new Night Forward number up to 23 digits including the asterisk (*) to indicate dialing pause where required

If EAR is equipped, use the following:

XXXX = Applicable ACD DN; it *cannot* be a CDN

yyy...y = It can be a CDN

YYY...Y = It can be a CDN

Note 1: Specifying **X** for the Night Forward number disables Night Forwarding for the ACD DN.

Note 2: The ASA field is upgraded when the next report is updated. The ASA field is not updated when the ACD queue goes into night service or during the 30-second display of ongoing status.

Automatic Overflow Target DN (SQ01, SQ02, SQ03)

The following commands define or change up to three target ACD DN's for the Automatic Overflow feature. The formats of the commands are as follows:

SQ01 WWWX xxxx XXXX

SQ02 WWWX yyyy YYYY

SQ03 WWWX zzzz ZZZZ

Legend:

WWWX = ACD DN for the Source queue up to seven digits

xxxx = Current first Target ACD DN

XXXX = New first Target ACD DN

yyyy = Current second Target ACD DN

YYYY = New second Target ACD DN

zzzz = Current third Target ACD DN

ZZZZ = New third Target ACD DN

Note: Specifying **X** for a new target ACD DN deletes it, replacing it with the next choice, if applicable. For instance, if **X** is specified for the target ACD DN for SQ02, the target ACD DN specified for SQ03 becomes the SQ02 target ACD DN.

Automatic Overflow thresholds (TLDA, TLDB, TLDC)

The TLDA, TLDB, and TLDC commands allow adjustments to Calls Waiting (CWT), Busy (BYT), and Overflow (OVT) thresholds, respectively.

- Specifying **X** as the new threshold for TLDA reduces the threshold to 1, thus the Calls Waiting lamp lights when any call is waiting.
- Specifying **X** as the new threshold for TLDB reduces the threshold to 0, preventing acceptance of any calls overflowed from another ACD DN.
- Specifying **X** as the new threshold for TLDC increases the threshold to its maximum value (2047) and prevents any calls from overflowing out of the ACD DN.
- If CCR is equipped and the CDN is in the controlled mode, the CDN is also supported by the TLDA, TLDB, and TLDC commands.

The Overflow threshold command formats are as follows:

TLDA XXXX yyyy YYY

TLDB XXXX yyyy YYY

TLDC XXXX yyyy YYY

Legend:

XXXX = Applicable ACD DN (up to seven digits with DNXP)

yyyy = Current threshold value

YYY = New threshold value (0–2047)

Time Overflow threshold (TLDD)

The TLDD command allows the supervisor to set, change, or clear the Time Overflow Timer (TOFT, introduced in X11 Release 10) for an ACD DN.

The Time Overflow threshold command format is as follows:

TLDD XXXX NONE YYYYY (the TOFT value can be 10–1800 seconds before X11 Release 18 or 2–1800 seconds with X11 Release 18 and later)

TLDD XXXX yyyy YYYYY (change TOFT value)

TLDD XXXX YYYYY X (delete TOFT value)

Legend:

XXXX = ACD DN

NONE = TOFT is undefined; calls do not overflow for this DN

yyyy = Current threshold timer

YYYY = New threshold timer

After the Time Overflow Timer (TOFT) has been defined, the target ACD DNs of this ACD DN can answer ACD DN calls. If one of the target ACD DNs is already answering the maximum six source queues, an error message appears showing the affected target ACD DN (ACD103). The supervisor must remove the affected target ACD DN from one of the source ACD DNs before defining the TLDD value.

Setting the Interflow DN (IFDN)

This command indicates, for each ACD DN, the destination DN for ACD calls when the Interflow feature is active. The command format is as follows:

IFDN XXXX yyy ... y YYY ... Y

Legend:

XXXX = Applicable ACD DN, up to seven digits if DNXP

yyy ... y = Current Interflow DN/ACD can be any Interflow DN

YYY ... Y = New Interflow DN up to 23 digits including the asterisk (*) to indicate a dialing pause (see Note)

If equipped with EAR, use the following:

XXXX = Applicable ACD DN; it *cannot* be a CDN

yyyy and YYYY = Can be a CDN

Note: Specifying **X** for the new Interflow DN disables the Interflow feature for the ACD DN even though an Interflow key might be assigned to a supervisor position.

Telephone Service Factor time (TSF)

This command sets or changes the value of **T** (in seconds) for the Telephone Service Factor (TSF). The command format is as follows:

TSFT XXXX yyy YYY

Legend:

XXXX = Applicable ACD DN up to four digits (seven if DN expansion is equipped)

yyy = Current value of **T**

YYY = New value of **T** in seconds (1–510)

Set Agent Priority (SAGP)

The Priority Agent feature allows ACD agents to handle calls based on system-defined priorities for each ACD DN or ACD DN group. The Priority Agents package (116) must be implemented.

The SAGP command allows the manager to set and change an agent's priority to receive calls based on the Agent's Position ID (POS-ID).

If the Agent's POS-ID is not defined, an error code appears. The command format is as follows:

```
SAGP  ZZZZ  pp  PP
```

Legend:

ZZZZ = POS-ID

pp = Old Priority set

PP = New Priority set

Note: The range for Agent Priorities is 1–48 for NT, XT, or System options 51, 51C, 61, 61C, or 71, 81, and 81C, and 1–32 for all other machine types.

List Agent Position Assignment (LAPA)

This command changes the ACD DN for up to 10 agents at a time. The format to assign the ACD DNs is as follows:

```
LAPA  XXXX yyyy yyyy yyyy. . . yyyy
```

Legend:

XXXX = ACD DN; up to seven digits if DNXP

yyyy = agent position ID (limited to 10)

Note: The LAPA and LAGP commands can only be executed with the ACD-D package.

List Agent Priority (LAGP)

The Priority Agent feature allows ACD Agents to handle calls based on system-defined priorities by an individual ACD DN or a group of ACD DNs. The Priority Agents package (package 116) must be implemented.

The LAGP (List Agent Priority) command defines Priority Agent Groups, allowing up to 10 agents in the same Priority Agent Group.

The LAGP command sets and changes a Priority Agent Group's priority and member list based on Position ID (POS-ID). The command format to change a priority or group list is as follows:

```
LAGP  pp XXXX XXXX XXXX ... XXXX
```

Legend:

pp = Priority for the Group

XXXX = Agent POS-IDs for group members (up to 10)

Note 1: The range for Agent Priorities is 1–48 for NT, XT, 51, 51C, 61, 61C, 71, 81, or 81C machine types, and 1–32 for all other machine types.

Note 2: The LAPA and LAGP commands can only be executed with the ACD-D package.

Enable Call Force (FORC)

Call Force automatically connects a call with an idle agent and determines the time delay (default is 2 seconds) between call disconnection and placement in the idle agent queue. (See “Enable Flexible Call Force (FCFT)” on page 33.) ACD Package B must be installed and implemented.

The FORC command enables or disables the Call Force feature. To enable the Call Force feature, enter the following:

FORC XXXXXXXX no YES

Legend:

XXXXXXXX = The applicable ACD DN (up to seven digits)

no = Output by the system meaning Call Force is currently disabled

YES = Input by the user to indicate enable Call Force

Note: If a carriage return is entered, the feature remains disabled.

To disable the Call Force feature, enter the following:

FORC XXXXXXXX yes NO

Legend:

XXXXXXXX = The applicable ACD DN (up to seven digits)

yes = Output by the system indicating Call Force is enabled

NO = Input by the user to disable Call Force

Note: If a carriage return is entered, the feature remains enabled.

Enable Flexible Call Force (FCFT)

Beginning with X11 Release 16, Flexible Call Force allows a time delay 0–30 seconds. (See “Enable Call Force (FORC)” on page 32.) ACD Package B must be enabled to implement the FCFT command.

The FCFT command is as follows:

FCFT XXXXXXXX nn NN

Legend:

XXXXXXXX = The applicable ACD DN (up to seven digits)

nn = Output by the system indicating the current delay time

NN = Input by the user to enter a new delay time

Note: If a carriage return is entered, the current time does not change.

Print CDN Parameters and Options (PCPO)

The PCPO command prints parameters and options for the configured CDNs using this command:

```

PCPO CDN CDN . . . .CDN
or
PCPO ALL

```

Legend:

- CDN = The CDN Directory Number to be displayed
- ALL = All CDN Directory Numbers in the system

The format for this printout from the PCPO command is shown in Table 1.

Table 1
PCPO printout format

CDN	CNTL	DFDN	CEIL	FRRT	FRTT	SRRT	SRT0	MURT	TLDA	TLDB	TLDC	TSFT
8976	YES	8900	20	3	10	6	16	15	1	0	2047	20

The following are the definitions and sizes of the fields:

- CDN = CDN Directory Number, up to seven digits
- CNTL = CDN in Controlled or Default mode
(Yes = Controlled mode, No = default mode)
- DFDN = Default ACD DN (must be a local ACD DN), up to seven digits
- CEIL = Call ceiling value, up to four digits
- FRRT = First RAN route, up to four digits
- FRTT = First RAN route time, up to four digits
- SRRT = Second RAN route, up to four digits
- SRT0 = Second RAN route Time option, up to four digits
- MURT = Music route, up to four digits
- TLDA = Calls Waiting threshold, up to four digits
- TLDB = Busy threshold, up to four digits
- TLDC = Overflow threshold, up to four digits
- TSFT = Telephone Service Factor, up to four digits

Set the Call Ceiling (CEIL)

The CEIL command sets the CDN call ceiling value.

The command format is as follows:

CEIL CDN -- <Existing Ceiling value> -- CV

Legend:

CEIL CDN	= Set the ceiling value for this CDN
<Existing Ceiling value>	= Output by the system, current call ceiling
CV	= The new ceiling value to be entered (0–2047)

Display Routing Tables (DSPL)

Use the DSPL command with Enhanced Overflow to review queue Routing Tables.

The command format is as follows:

DSPL (ACD DN)

displays all queue Routing Tables in the ACD system, including the following information:

ACD DN	ACD DN indicated by the DSPL command
Table	Day or Night Enhanced Overflow Table (Table D or N)
Entry	Entry number, from 1 to 20
Target ID	Overflow DN
Timer	Threshold value (in seconds) of this entry
Status	Queue status, active or inactive (blank)
Registered	Success of last queue request, OK or blank